



2017 Open Enrollment Curriculum of Mini-Videos Frequently Asked Questions (FAQs)

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Purpose and Target Audience

(1) What is the curriculum and why was it created?

The State Employee Benefits Committee (SEBC) mission for the Group Health Insurance Program (GHIP) is to offer State of Delaware employees, retirees and their dependents **adequate access to high quality healthcare that produces good outcomes** at an **affordable cost**, promotes healthy lifestyles and helps them be **engaged consumers**. The State of Delaware and the SEBC need your help in meeting the GHIP mission. While the benefit plan premiums (or rates) and the benefit plan designs for the health, dental and vision plans will not change on July 1st, it does not mean that the costs of providing health benefits does not continue to increase. You can help to manage those costs, which helps keep premiums down, by being an engaged consumer and *actively participating* in the Open Enrollment process and taking advantage of the new and exciting curriculum of mini-videos available this year. The “2017 Open Enrollment Curriculum” consists of short, educational videos (5-10 minutes each) that are available to help you learn more about what’s new for FY18, the various health plans available and how to comply with the Spousal Coordination of Benefits Policy if you will be covering your spouse on your health plan.

It will take a team approach with all of us doing our part as educated health care consumers to control health care costs and ensure high-quality health care remains affordable and sustainable for present and future GHIP members.

(2) Who is strongly encouraged to complete the curriculum?

All benefit-eligible state, school district, charter school, higher education and participating group employees, as well as state non-Medicare pensioners, are *strongly encouraged* to complete the “2017 Open Enrollment Curriculum.”

(3) Why did I receive a targeted email assigning and enrolling me in the curriculum?

As all benefit-eligible state, school district, charter school, higher education and participating group employees, as well as state non-Medicare pensioners, are *strongly encouraged* to complete the “2017 Open Enrollment Curriculum”, during the week of April 3, 2017 the Statewide Benefits Office (SBO) is automatically assigning/enrolling benefit-eligible employees to complete the curriculum:

- **State Agency Employees** with active accounts (and email addresses) in the Delaware Learning Center (DLC) will receive targeted reminder emails until they complete the curriculum. DLC participants will receive emails from LearningCenter@state.de.us.
- **DOE, School District and Charter School Employees** with active accounts (and email addresses) in Schoology will receive an initial email from noreply@truenorthlogic.com. Subsequent reminder emails will be sent from SBO_Communications to Schoology participants who have not completed the curriculum.

(4) I’m benefit-eligible, but I’m not enrolled in health benefits through the State of Delaware. Why did I receive an email assigning and enrolling me in the curriculum?

Each year, benefit-eligible employees and pensioners are given an opportunity during Open Enrollment to make changes to their benefit elections for the upcoming plan year. You are encouraged to *actively participate* in the 2017 Open Enrollment this May by reviewing your benefits coverage and taking advantage of this once a year opportunity. The 2017 Open Enrollment period is for the plan year beginning July 1, 2017, and is your chance to enroll or cancel coverage; to change plans, and add or drop coverage for eligible dependents. Open Enrollment is the only time of the year that you can make changes to your benefit elections, unless you experience a qualifying event. Therefore, if you want to make changes in your coverage, Open Enrollment is the time to do it!

The “2017 Open Enrollment Curriculum” consists of short, educational videos (5-10 minutes each) that are available to help you learn more about what’s new for FY18, the various health plans available and how to comply with the Spousal Coordination of Benefits Policy if you will be covering your spouse on your health plan. These videos will assist with providing information about the different plans to help you make an informed enrollment decision.

(5) Do I have to complete the curriculum?

All benefit-eligible state, school district, charter school, higher education and participating group employees, as well as state non-Medicare pensioners, are *strongly encouraged* to complete the “2017 Open Enrollment Curriculum.”

You can help to manage health care costs, which helps keep premiums down, by being an engaged consumer and *actively participating* in the Open Enrollment process and taking

advantage of the new and exciting curriculum of mini-videos available this year. It will take a team approach with all of us doing our part as educated health care consumers to control health care costs and ensure high-quality health care remains affordable and sustainable for present and future GHIP members.

(6) Can I be removed from the assigned curriculum if I decide I do not want to participate?

No, it is important that everyone participate in this curriculum. You will continue to receive reminder emails.

(7) I have questions about the curriculum in general, who do I contact?

Please email the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put “Mini-Videos” in the subject line of your email.

Viewing the Curriculum

(8) Is the curriculum only offered online?

Yes, the curriculum of mini-videos is only offered online.

(9) I don't have computer access at work, how do I complete the curriculum?

If you need assistance, please see your Human Resources/Benefits Office. You may also access the videos on your computer at home or via a tablet or smart phone.

(10) What if I have a disability that makes it difficult to view the mini-videos?

The videos contain audio and visual graphics. Please note that there is “Captioning” available on the left navigation panel in each video. If requested, the Statewide Benefits is happy to provide a copy of the captioning in MS Word format. Please contact the Statewide Benefits Office (SBO) at sbo.communications@state.de.us and put “Mini-Videos” in the subject line of your email.

(11) When I try to launch the videos, the screen just sits there and nothing happens. What should I do?

This is typically an issue with your pop-up blocker. Please contact your IT department to have them check the settings on your computer.

Delaware Learning Center (DLC)

(12) Where can I access information on how to use the system?

Please review the DLC FAQs at <http://hrm.omb.delaware.gov/training/lms/assistance/index.shtml> for information about how to use the system.

(13) How do I set up a mobile device with the Delaware Learning Center (DLC)?

In DLC, go to “User Help Resources” and select “How do I...” Then, select “Setting up Mobile Devices with the Delaware Learning Center” for step-by-step instructions.

(14) Who MUST use the Delaware Learning Center (DLC) to access and complete the curriculum?

State agency, DSHA, DSWA and Delaware Transit Corporation employees should complete the curriculum in DLC. Department of Education (DOE) employees MUST access and complete the course in Schoology.

(15) What MUST I do in order to get credit for finishing the curriculum and have it marked as complete in DLC?

In order to get credit for finishing the curriculum and have it marked as complete in DLC, you must:

- (1) View the **“What’s New” video** (8 minutes, 32 seconds)
- AND**
- (2) Complete the brief **Evaluation**

The other videos in the curriculum - review of health plans, myBenefitsMentor® and Coordination of Benefits, are optional. However, it is to the benefit of employees to view and become familiar with the content in the other videos to aid them in their decision making.

(16) I have completed the curriculum and I want to view the other videos, but they are not on my active transcript. What should I do?

In DLC, go to view transcript and select “Completed” from the Active drop menu. Open curriculum and click launch beside any video. You can also easily access the other videos by entering “2017 Open Enrollment” in the search box in DLC (located at the top right corner of the screen). A list of videos will appear.

(17) I completed all of the curriculum requirements, but I am still getting targeted reminder emails. What should I do?

Contact the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put “Mini-Videos” in the subject line of your email. SBO will research your question and provide a response shortly.

Schoology

(18) What MUST I do in order to get credit for finishing the curriculum and have it marked as complete in Schoology and PDMS?

The curriculum is delivered through Schoology which can be accessed through the Identity Management System (IMS) or Professional Development Management System (PDMS). In order to get credit for finishing the curriculum and have it marked as complete in Schoology and PDMS, you must follow the sequence of steps:

(1) View the **“What’s New” video** (8 minutes, 32 seconds)

(2) Complete the brief **Evaluation**

AND

(3) Complete the **Course Completion Assurance**

Once these three steps are complete, the other videos in the curriculum (i.e., review of health plans, myBenefitsMentor® and Coordination of Benefits) will become available for viewing. They are optional and not required to finish in order for the curriculum to show as completed. However, it is to the benefit of employees to view and become familiar with the content in the other videos to aid them in their decision making.

(19) I’m a public school teacher. Does this curriculum qualify for any clock hours toward my continuing license?

No, completing this curriculum does not qualify as clock hours; therefore, will not be recorded in DEEDS.

(20) I’m a school or DOE employee who has access to both the Delaware Learning Center (DLC) and Schoology, through which system MUST I complete the curriculum?

School district, charter school and Department of Education (DOE) employees MUST complete the curriculum in Schoology, with the exception of those who do not have an Identity Management System (IMS) account (i.e., Cafeteria, custodial and bus driver employees). The curriculum is delivered through Schoology which can be accessed through the Professional Development Management System (PDMS) or Schoology tile on the IMS landing page. Employees without access to IMS should access the curriculum via the Separate Website Access Link information.

(21) How does someone get an Identity Management System (IMS) account?

IMS accounts are requested through the IMS login page at <https://login.doe.k12.de.us>, then approved and created by your LEA’s Information Security Officer (ISO).

(22) Who can I contact if I have a questions about Schoology, IMS or PDMS?

Questions about Schoology, IMS or PDMS should be directed to John McClenny, Training Manager for Delaware Center for Educational Technology, via email at john.mcclenny@doe.k12.de.us.

(23) Who do I contact if I'm not registered for the curriculum (don't have a link on my PDMS Home Page)?

If you were not pre-registered for the curriculum, you can register yourself in one of the available "Open Enrollment" sections.

Self-enrollment procedure:

1. Log into [IMS](#)
2. Click on the PDMS icon
3. Search for the desired course title or course number (25902). A list of courses matching your search criteria will be displayed in the center column and the applicable sections available for registration will be displayed to the right of the course title.
4. Click Register button
5. Click Next button (bottom right of page) to Confirm Course Selection. You can access the curriculum as soon as you complete registration.

(24) I just got an IMS account and when I click on the PDMS link I get a message saying the system doesn't recognize my credentials – why?

PDMS is one of the default links that is made available when an IMS account is created; however, when an IMS account is created, it takes 24 to 48 hours for the update to be processed and the PDMS account to be created.

(25) I know that I completed the Course Completion Assurance, so why is it showing in My Grades as In Progress?

If you don't select the correct answer prior to submitting the assurance, it will be processed as an incomplete submission. Select the "Yes/True" response after you have viewed the presentation, then click the Submit button in the lower right-hand corner of the window. You can complete the assurance again if you clicked the wrong button.

(26) I completed all of the curriculum requirements, but I am still getting targeted reminder emails. What should I do?

Contact the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put "Mini-Videos" in the subject line of your email. SBO will research your question and provide a response shortly.

Separate Website Access Link

(27) Who MUST access and complete the course using the Separate Website Access Link?

The following groups MUST use the Separate Website Access Link information, not DLC or Schoology, to access and complete the curriculum: Elected Officials in the Legislative Branch; Pensioners; National Guard employees; Higher Education employees (i.e., Delaware Tech, University of Delaware and Delaware State University); Participating Group employees (i.e., Cities, Towns and Fire Companies); and School cafeteria, custodial and bus driver employees.

(28) What MUST I do in order to get credit for finishing the curriculum and have it marked as complete?

In order to get credit for finishing the curriculum and have it marked as complete, you must:

- (1) View the **“What’s New” video** (8 minutes, 32 seconds)

AND

- (2) Complete the brief **Evaluation**

The other videos in the curriculum - review of health plans, myBenefitsMentor® and Coordination of Benefits, are optional. However, it is to the benefit of employees and pensioners to view and become familiar with the content in the other videos to aid them in their decision making.